

Supply Chain Officer

Starting Date: ASAP

Contract type: Permanent (Full-Time)

Salary: From £26,900

Location: London, UK

Application closing date: Midnight 30th January 2022

Background

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. Through our network of field-level partners we have trained over 2.5 million farmers - from the smallest to the largest - in 23 countries in more sustainable farming practices. A quarter of the world's cotton is now grown under the Better Cotton Standard. We have united the industry's stakeholders behind our efforts, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

About this role

Better Cotton is seeking a dynamic and motivated individual to join its Supply Chain Team in Geneva or London. The Supply Chain Officer will be responsible for providing administrative support to the team on ICT tools and data management systems, and service delivery to Better Cotton members as well as providing minimum service level to non-member supply chain actors who use our online Better Cotton Platform (BCP). The jobholder will be expected to work closely with the Membership and Supply Chain (M&SC) team in London and Geneva as well as in direct Better Cotton countries – China, India, Pakistan, Brazil and Turkey.

This challenging role offers excellent opportunities for personal and professional development, together with a competitive benefits package.

Responsibilities

1. Better Cotton Platform (BCP) and Chain of Custody (CoC) support

- Manage the Support mailbox and ensure smooth dispatching of queries to other team members.
- Address queries around the use of the BCP and CoC requirements from suppliers and manufacturers in a timely manner.
- Support the good management of accounts and users on the Better Cotton Platform (creation and update).
- Monitor the transaction cancellation process in a timely manner.
 - Support the monitoring of potential negative inventories.
 - Provide BCP-related support to members and suppliers upon request.

2. Technical Support

- Provide technical assistance to the country teams on the different platforms (Better Cotton Platform, Salesforce and Mindflash)
- With the help of dashboards, monitor the automated account creation process and fix potential errors.
- Own and manage all Mindflash-related technical tasks as part of the automation process
- Perform other technical tasks as requested.

3. Training Material and Member support

- Support with the process of creating new training materials and updating existing ones. This includes translation support (e.g. follow with country teams to ensure updated materials are translated, and updated in our system).
- Support the delivery of Supplier Training Programmes in all the regions where Better Cotton has presence (with the aim to ultimately deliver online training sessions).
- Keep training material organized and updated across country teams.
- Ensure smooth user experience on Better Cotton’s training platform (Mindflash) by managing user accesses and archiving.
- Generate a report on training results on a weekly basis.

4. Organisational support

- Attend internal meetings to report on activities and to facilitate the exchange of information between regions.
- Occasionally plan and chair internal team meetings.
- Provide regular update to the global (Senior) Supply Chain Coordinator.

Beyond these specific responsibilities, the SC Officer is expected to collaborate on activities as agreed with the line manager.

Profile

The selected candidate will have the following skills, knowledge, and experience:

Skills, Knowledge and Experience
<i>Essential</i>
<ul style="list-style-type: none"> • Good understanding of basic statistics
<ul style="list-style-type: none"> • University degree, or equivalent higher education qualification, in a relevant field
<ul style="list-style-type: none"> • Experience working with ICT tools and data management systems
<ul style="list-style-type: none"> • Experience working as part of a global team, ability to collaborate effectively across different teams and cultures
<ul style="list-style-type: none"> • Existing experience in a relevant field (i.e. textile supply chain, sustainability, international trades, etc.)
<ul style="list-style-type: none"> • Experience, knowledge or a proven interest in issues of sustainability or development, or corporate social responsibility
<ul style="list-style-type: none"> • Excellent analytical and problem-solving skills with a proactive approach to finding and proposing solutions to challenges
<ul style="list-style-type: none"> • Fluent in English and another language – ability to communicate clearly and concisely

<ul style="list-style-type: none"> IT literacy, to include: Word; PowerPoint; Excel; Outlook; and CRM systems (Teams, monday.com, Salesforce.)
<ul style="list-style-type: none"> Excellent organisational skills and capacity to handle a set of different priorities
<ul style="list-style-type: none"> Strong communication (both written & spoken) and attentive listening abilities.
<ul style="list-style-type: none"> Willingness to carry out a high volume of administrative tasks, and work diligently to achieve process efficiently
<i>Desirable</i>
<ul style="list-style-type: none"> Experience in raw materials procurement or sourcing activities in textile supply chain,
<ul style="list-style-type: none"> Experience in compliance in environmental/ sustainability field
<ul style="list-style-type: none"> Experience working with Salesforce, Power BI, or monday.com
<ul style="list-style-type: none"> Objective and meticulous professional with the ability to multitask
<ul style="list-style-type: none"> Experience developing training materials (videos, manuals, etc.)
<ul style="list-style-type: none"> Fluent in Italian or German

Working arrangements

The position is full-time (40 hours per week) and will be based in the Geneva or London Offices of Better Cotton. Better Cotton offers flexible working, with core hours being 10am – 4pm and the option to work from home one day per week under normal circumstances.

Applications

Interested applicants with the required attributes are asked to send, in English, a detailed CV and a brief cover letter (2 pages maximum) to Better Cotton by email with subject “**Application For Supply Chain Officer**” to: recruitment@bettercotton.org

Application deadline: 30th January 2022

We thank all applicants for their interest; however, only candidates short-listed for a telephone interview will be contacted. Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources. Better Cotton is currently unable to provide sponsorship for work permits, and candidates need to have pre-existing right to work in the location where they will be based.

Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.